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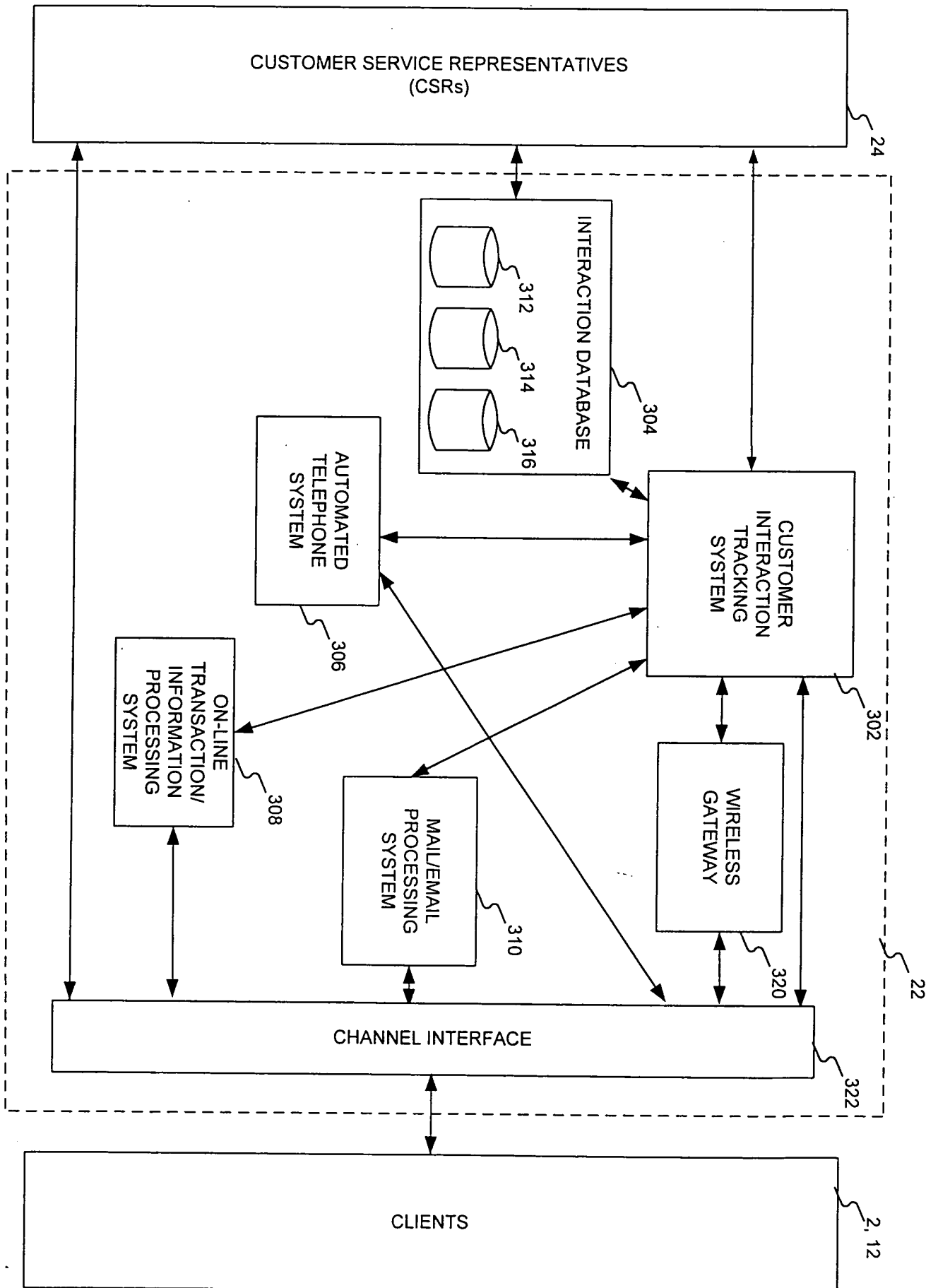
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The diagram illustrates a computer system architecture. On the left, a **CPU** (101) is connected to a **MEMORY** block (102). The **MEMORY** block contains a **Program** (132) and an **Operating System** (130). A central vertical bus (113) connects the CPU and Memory to four I/O adapters: a **Display Adaptor** (106), a **User Interface Adaptor** (110), an **I/O Adaptor** (114), and a **COMM Adaptor** (120). The **Display Adaptor** (106) is connected to a **Display** (108). The **User Interface Adaptor** (110) is connected to a **Keyboard** (112) and a **Pointing Device** (111). The **I/O Adaptor** (114) is connected to **Disk Storage** (115). The **COMM Adaptor** (120) is connected to a network (32) and a wireless signal (34).

The diagram illustrates a computer system architecture. A central CPU (201) is connected to a MEMORY block (202). The MEMORY block contains an Interactive Interface Program (232) and an Operating System (230). The CPU (201) is also connected to a vertical bus (213). This bus connects to four adaptors: a Display Adaptor (206) connected to a Display (208); a User Interface Adaptor (210) connected to a Keyboard (212) and a Pointing Device (211); an I/O Adaptor (214) connected to Disk Storage (215); and a COMM Adaptor (220) connected to a communication line (132).

```
graph TD
    CPU[CPU 201] --- BUS[213]
    CPU --- MEM[MEMORY 202]
    subgraph MEM [MEMORY 202]
        IIP[Interactive Interface Program 232]
        OS[Operating System 230]
    end
    BUS --- DA[Display Adaptor 206]
    BUS --- UIA[User Interface Adaptor 210]
    BUS --- IOA[I/O Adaptor 214]
    BUS --- CA[COMM Adaptor 220]
    DA --- DISP[Display 208]
    UIA --- KB[Keyboard 212]
    UIA --- PD[Pointing Device 211]
    IOA --- DS[Disk Storage 215]
    CA --- COM[132]
```



mySite! - Login - Microsoft Internet Explorer provided by Andersen Consulting

http://cmprod/acie_prod/mySite!/login.asp

A Andersen Consulting
 350 Technology Research & Development
 355 Center for Strategic Technology
 mySite! Lite, v2.0
 © 1990 Andersen Consulting LLP

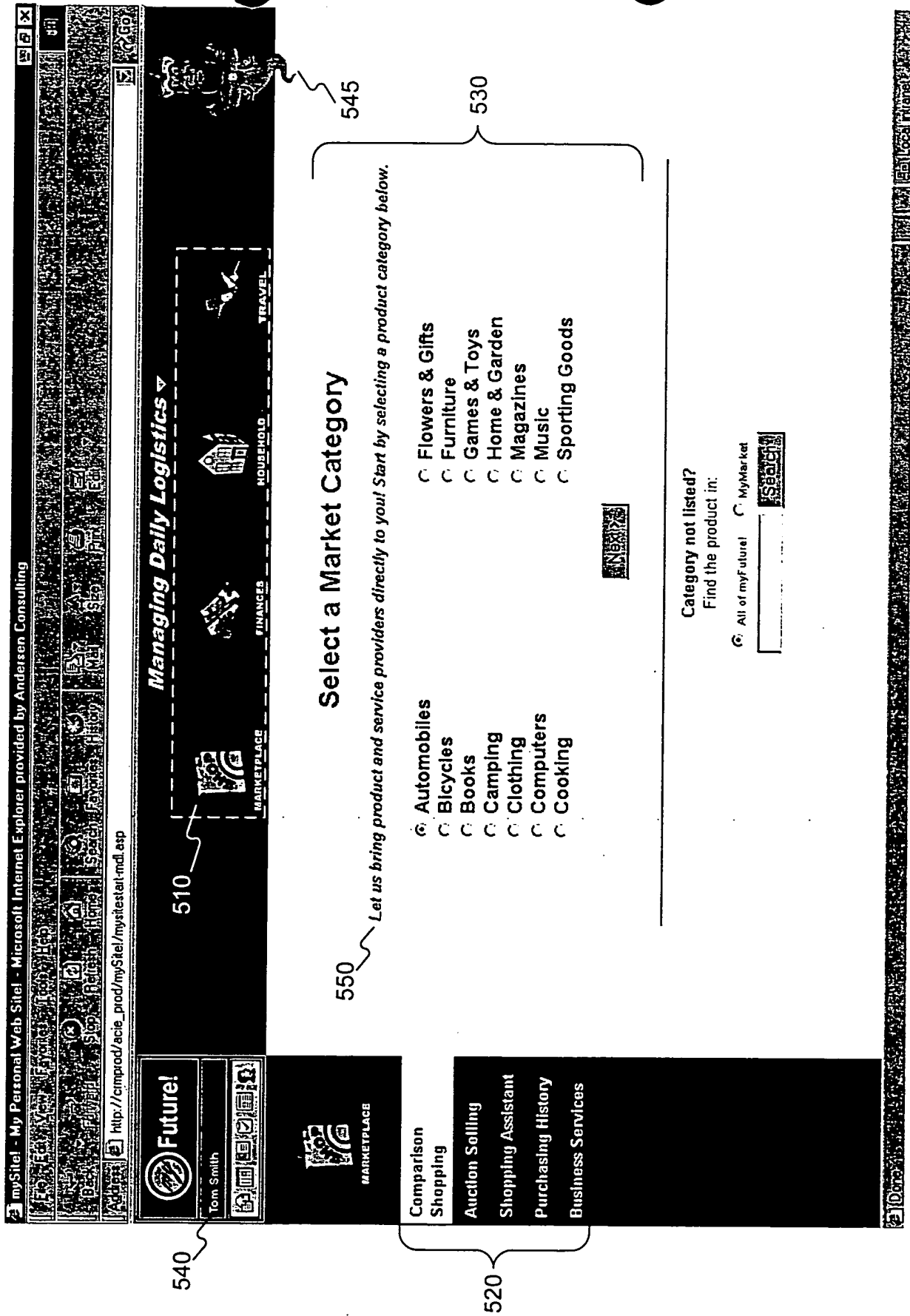
Username:

Password:

360

Future!

At the crossroads of the eEconomy, transforming eCommerce into meCommerce



mySite! - My Personal Web Site! - Microsoft Internet Explorer provided by Andersen Consulting

Back	Forward	Stop	Reload	Home	Search Engines	Mail	FTP	WWW
------	---------	------	--------	------	----------------	------	-----	-----

Address http://cmprod/acie_prod/mySite!/mysitestail-mcl.asp

Managing Daily Logistics ▾

MARKETPLACE
Tom Smith
[Icons]

FINANCE
 HOUSEHOLD
 TRAVEL

myFuture! has pre-configured a search based on your profile. Add additional features to your search criteria by selecting them from the options below.

610 ↘

- 620a ~ New/Used:
- 620b ~ Style:
- 620c ~ Size:
- 620d ~ Price Range:

620 {

New/Used:	To
<input type="radio"/> New <input checked="" type="radio"/> Used	\$8,000 To \$50,000
Style: 4-Door Sedan, Auto Trans	\$13,000
Size: Mid-Size	\$14,000
	\$15,000
	\$16,000
	\$17,000
	\$18,000
	\$19,000
	\$20,000
	\$25,000
	Over \$50,000

} 650

Special Cancel

630 640

Fig. 9

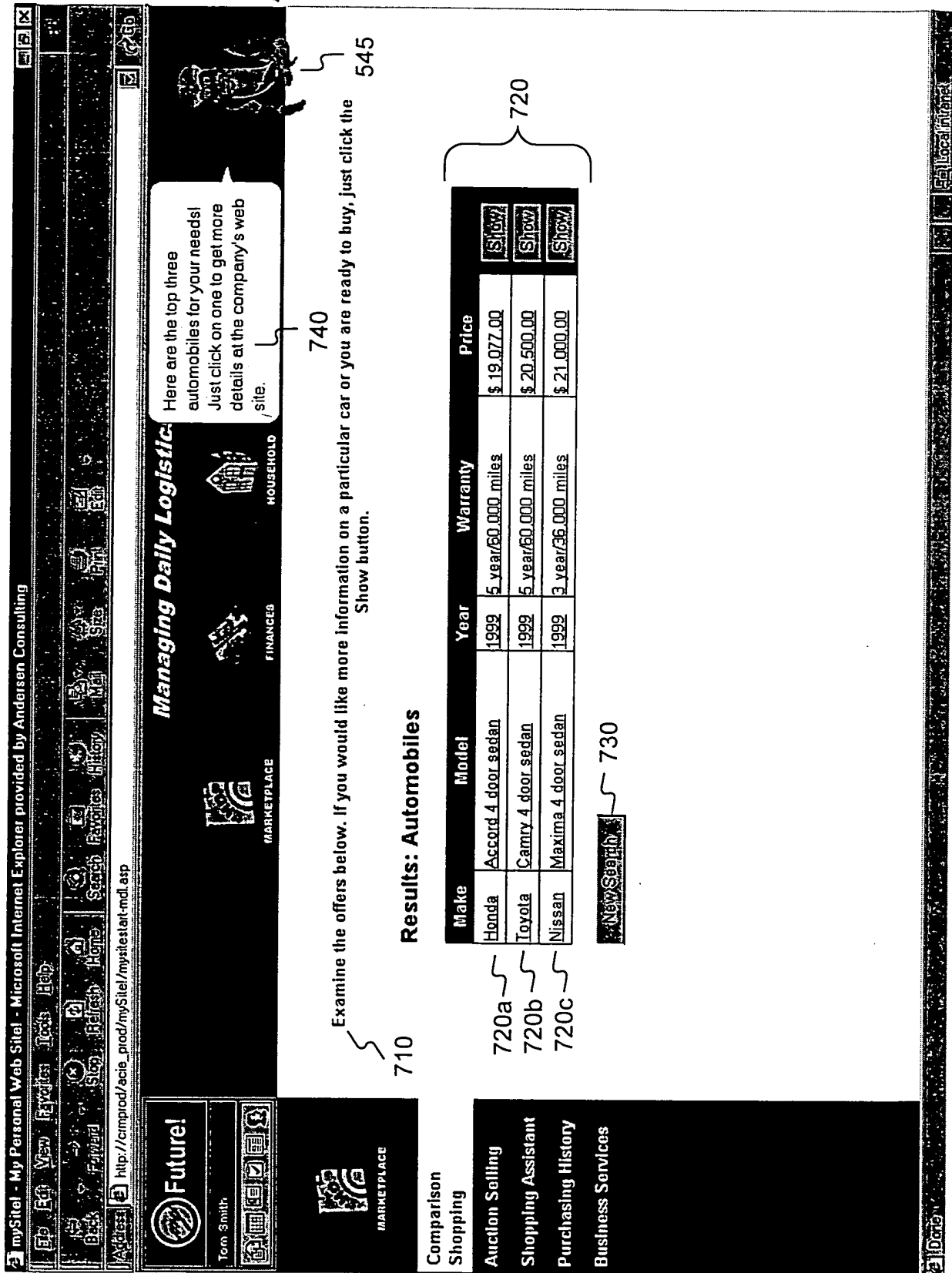


Fig. 10

mySite! - My Personal Web Site! - Microsoft Internet Explorer provided by Andersen Consulting		File Edit View Favorites Tools Help		Back Forward Stop Refresh Home Search History Mail News		Address http://compod/acie_prod/mySite!/mysitestart.mdl.asp											
		Tom Smith				MARKETPLACE											
						FINANCED											
						HOUSEHOLD											
						TRAVEL											
Managing Daily Logistics ▾																	
USED CAR VALUES NEW CAR PRICING MOTORCYCLES BUY A CAR SELL YOUR CAR GET FINANCING GET INSURANCE REVIEWS HOT 50 CARS LEMON CHECK BUY THE BOOK ABOUT US CONTACT US FAQ HOME				New Car Pricing <u>Honda 1999 Accord</u> 													
ALL CARS SPORT UTILITY PICKUP TRUCKS VANS MINIVANS				Your report appears below. Next, try one of these: 810a Local Dealer Internet Price 810b Sell Your Car 810c Online Financing Quote 810d Online Insurance Quote													
ACCORD EX CG315XJW Coupe 2D (5-Spd.) (w/Cloth Int) Destination Charge																	
BASE MODEL PRICE WITH DESTINATION CHARGE				<table border="1"> <thead> <tr> <th>DEALER INVOICE</th> <th>SUGG. RETAIL PRICE</th> </tr> </thead> <tbody> <tr> <td>18592.00</td> <td>20900.00</td> </tr> <tr> <td>415.00</td> <td>415.00</td> </tr> <tr> <td>-----</td> <td>-----</td> </tr> <tr> <td>19007.00</td> <td>21315.00</td> </tr> </tbody> </table>				DEALER INVOICE	SUGG. RETAIL PRICE	18592.00	20900.00	415.00	415.00	-----	-----	19007.00	21315.00
DEALER INVOICE	SUGG. RETAIL PRICE																
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19007.00	21315.00																

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920

Fig. 13

Endone

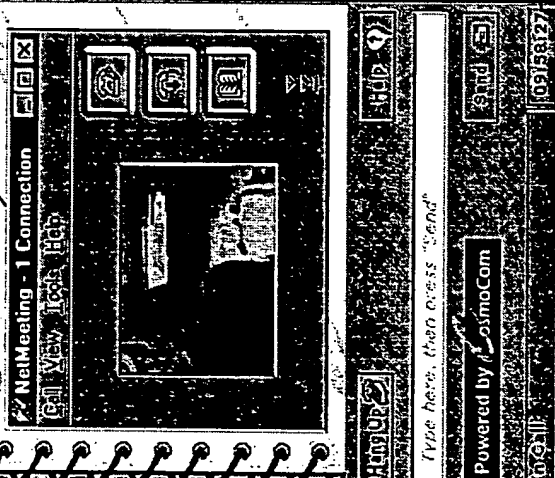
09:52 Thank you for calling. Please hold
until your call is answered.

09:52 Connected to the call center.

1110

-1100

1120



-1130

Prof's Help Exit

-  Register
-  Statement
-  Paybills
-  Pending
-  Payees
-  Pay Group
-  Categories
-  Transfers
-  Reports

Auto Loan Application
 A SECURE, CONFIDENTIAL OBLIGATION
 Black indicates required information.

Limited Credit or Credit Problems in the Past?
Check-out our Special Financing Programs!

1. Applicant Information

Name:	Tom Smith	Address:	777 W 56th St
City:	Allenwood	State:	NJ
Zip Code:	10016	Email Address:	Tom@future.com

Time at Residence: 2 2 (yrs) 1 (mos)
 Home Phone: 201-401-7662
 Birthdate: Dec 3 19 75
 Residence Type: Rent
 Rent/Mortgage Payment: \$900 \$/month
 Soc. Sec.#: 999-88-4444

Banking Type: ☒ Both

2. Preferences

Fig. 15

Customer

Let me send you a web application for your Ins
approval.

<u>Tools</u>	<u>Agent</u>	<u>-1220</u>
--------------	--------------	--------------

ons and submit the application back for

Tom Smith
Travel Specialist
Allen and N. Smith

34 41 12

Account Status Active
Value
Mingqi
Products
tie

Offerings

- [Generate a Quote](#)
[Auto Insurance](#)
[Brokerage Services](#)
[Checking Accounts](#)
[Deposit Accounts](#)
[Home Ownership](#)

Applicant

Name Tom Smith

City Allenwood

Zip 10016

SSN 999-88-4444

Address 777 W 56th St.

State NEmail Tom@future.com

Birthdate 12/3/1975

Application Type Individual Joint

Employer

Employer Andersen Consulting

Address 12345 7th Avenue

City/State/Zip Florham Park NJ 10016

Phone 800-859-8232

Occupation Computer Programme

Monthly Gross Inc \$4,000.00

14:30 Thank you for calling. Please hold until
14:30 your call is answered.
14:30 Connected to the call center.

14:30 Connected to the call center.

Service URL received:

Rep http://crmprod/chordiant_prod/db/autof

1310

Auto Insurance Application Form

Application Type: ☒ Individual ☐ C-Joint

Applicant!

Name Tom Smith

Address **777 W 56th St.**

City Allenwood

State NJ

Zip 10016

Email Tom@future.com

SSN [999-88-4444]

Birthdate 12/3/1975

Employer

Employer Andersen Consulting

Phone 800-859-8232

Address 12345 7th Avenue

Occupation **Computer Programmer**

City/State/Zip Florham Park, NJ 10016

Monthly Gross Inc **\$4,000.00**

Time on Job 0 YR 5 MO

Other Inc

Auto Information

Year 1997

Type QUOTE

DeBorja Design

[illegible]

Insurance Provider

Country Companies

Policy Coverage Limits

Type QUOTE

Fig. 17

Fig. 18

000E90" E62B096D

Tom Smith - Microsoft Internet Explorer provided by Andersen Consulting

File Edit View Favorites Tools Help

14:30 Thank you for calling. Please hold until your call is answered.

14:30 Connected to the call center.

Service URL received:
Rep http://carmprod/chordiant_prod/db/auto

Service URL received:
Rep http://carmprod/chordiant_prod/db/auto

NetMeeting - 1 Connection

File View Tools Help

Hangup Send

Type here, then press "Send"

Powered by CoxinoCom

In Call 54422156

Auto Insurance Confirmation

Year 1997

Make Honda

Model Accord

Body COUPE

Auto Information

Bodily Injury 500

Property Damage 20

Medical Payments 1000

Uninsured Motorist 20/40

Underinsured Motorist 20/40

Uninsured Property Damage 500

Annual Amt \$1,754.14

Discount 15.0%

Discount Amt \$228.80

Discounted Annual Amt \$1,525.34

Policy Information

Accept Email Return to Application

1510 1520 1530 1500

Details Design

Fig. 19

1. The first step in the process of creating a new product is to identify a market need. This involves conducting market research to understand what customers want and what problems they are facing.

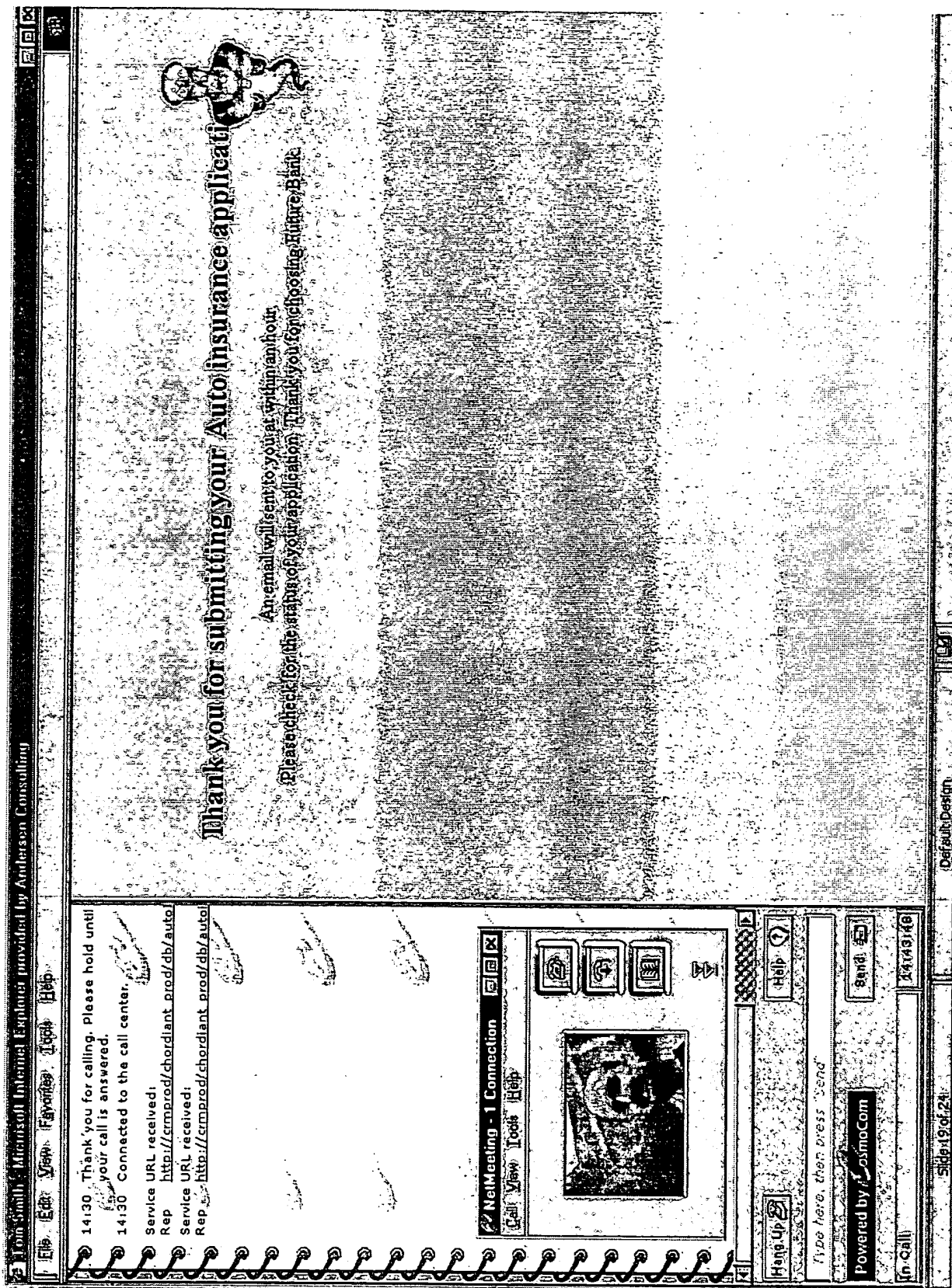


Fig. 21

future GROUP


Hello Mr. Jones. This is Jay Adams from Future Group. In looking at your loan application, how may I assist you?


Customer


Robert Jones
4201 Willowbrook Dr.
Brooklyn, NY 10011

Account Status: Active

Value: 62

Moog: 

Product: 

Mo: 

Offerings

- ☐ Car Insurance
- ☐ Auto Insurance
- ☐ Brokerage Services
- ☐ Credit Card Accounts
- ☐ Deposit Accounts
- ☐ Home Ownership
- ☐ Account Activity

Customer

Tools

Agent

future GROUP Home **Financials** Register Statement Payables Pending Payees Pay Group Categories Transfers Reports Profts Help Exit

Auto Loan Application

~~CONFIDENTIAL~~ ~~NO DISSEMINATION~~ ~~NO OBLIGATION~~
Black indicates required information

Limited Credit or Credit Problems in the Past?

Check-out our Special Financing Program! Onase

1610

1.Applicant Information

Name: Robert Jones
City: Brooklyn
Zip Code: 10011
Address: 1211 Willard
State: NY
Email Address: Bob@Intelli

Time at Residence:

Reside

May I review our options with you?

Fig. 22